

NUMBER: 23-036-13

GROUP: Body

DATE: November 12, 2013

This bulletin is supplied as technical information only and is not an authorization for repair. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, or otherwise, without written permission of Chrysler Group LLC.

SUBJECT:

Noisy Side Windows

OVERVIEW:

This bulletin involves cleaning and lubricating the window to regulator attachment point.

MODELS:

2007-2012	(PM)	Caliber
2007-2013	(MK)	Compass/Patriot

NOTE: This bulletin applies to vehicles built on or before April 8, 2013 (MDH 0408XX).

SYMPTOM/CONDITION:

During cycling of the side window(s) especially at full up stall, creak or squeak noises may be heard. Condition may be intermittent due to rain and/or vehicle washing. Vehicle owners in dusty environments may experience this issue more. Noise is caused by dust trapped between glass and window regulator liftplate.

DIAGNOSIS:

1. If the customer describes the symptom, perform the Repair Procedure.

PARTS REQUIRED:

Qty.	Part No.	Description
1 (AR)	05018626AA	Nye® Synthetic Lubricant

NOTE: One tube of Nye® synthetic lubricant will service 4 windows.

REPAIR PROCEDURE:

NOTE: The repair procedure described below applies to all four doors. Specific differences between front and rear doors are noted.

1. Release the door bolster from the door(s) with noisy window glass. It is not necessary to remove the door bolster or disconnect the electrical connectors, bolster will be supported by the tether straps. For procedure steps to release bolster from door, refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT. (FRONT DOOR) 23 - Body> Doors - Front> PANEL, Door Trim, Bolster> Removal or (REAR DOOR) 23 - Body> Doors - Rear> PANEL, Rear Door Trim, Bolster> Removal (Fig. 1).

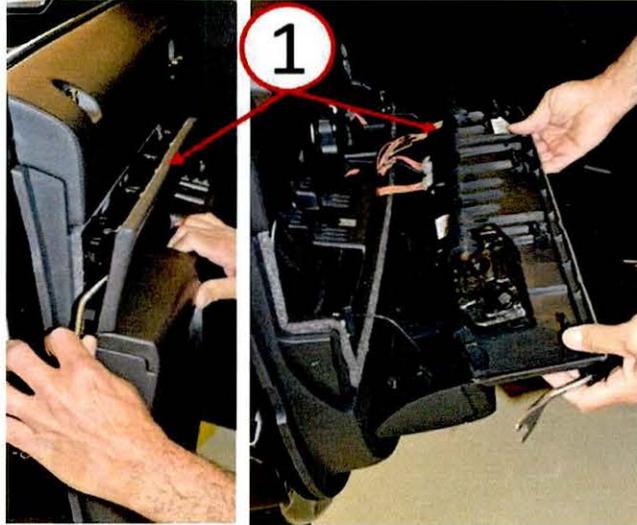


Fig. 1 Remove Door Bolster

1 - Door Bolster

-
2. Rear door only, remove the speaker (1) for access to window glass lift plate. Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: 08 - Electrical> 8A - Audio/Video/Entertainment/Connectivity> SPEAKER> Removal.

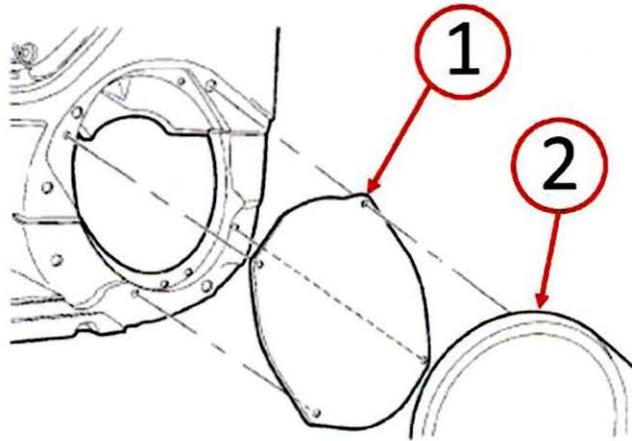


Fig. 2 Rear Door Speaker

- 1 - Door Speaker
- 2 - Speaker Grille

-
3. Using a punch or equivalent, press tabs releasing window glass from window regulator lift plate. Front door shown, rear door has only one glass to regulator attachment point (Fig. 3).

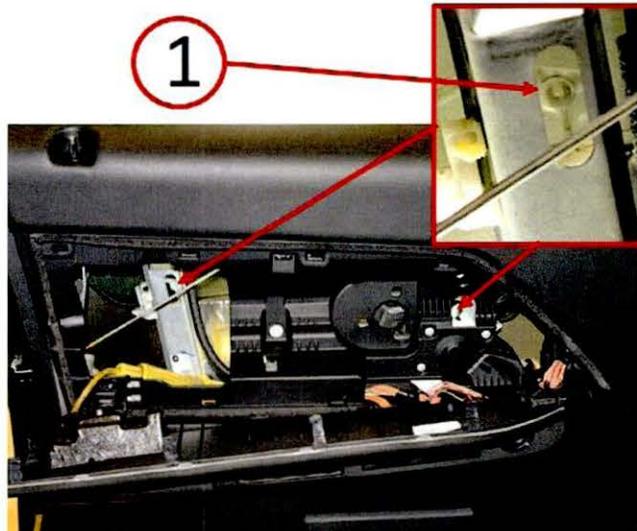


Fig. 3 Release Window

- 1 - Window Glass Retainer
-

4. Rear door only, manually slide the rear door glass up in the window channel to position out of the way. Do not remove the rear door glass from the door window channel.
5. Front door only, remove the front door glass from the door window channel and carefully place it in a safe location (Fig. 4).

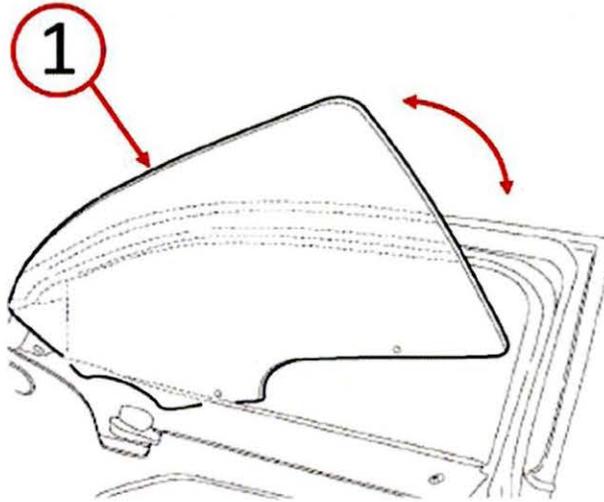


Fig. 4 Window Glass

1 - Window Glass

-
6. Using window cleaner and clean rags, clean all surfaces of window glass around window regulator attachment area including inside the attachment hole. Rear door window glass can be cleaned with window installed in door (Fig. 5).

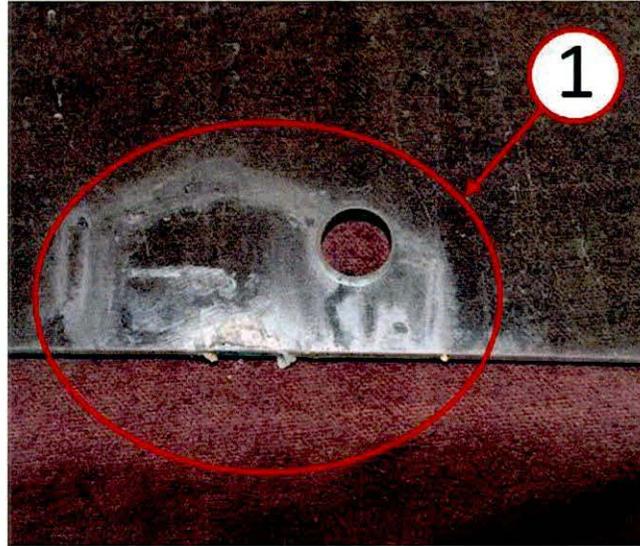


Fig. 5 Window Attachment Hole

1 - Dirty Window Glass

-
7. Using window cleaner and clean rags. Clean all surfaces of window regulator lift plate around glass attachment area including underside of glass retainer hook (Fig. 6) and (Fig. 7).

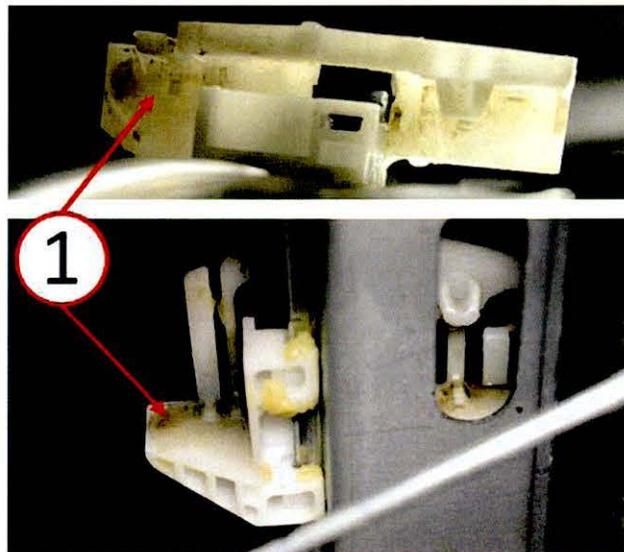


Fig. 6 Dirty Window Lift Plate

1 - Window Regulator Lift Plate

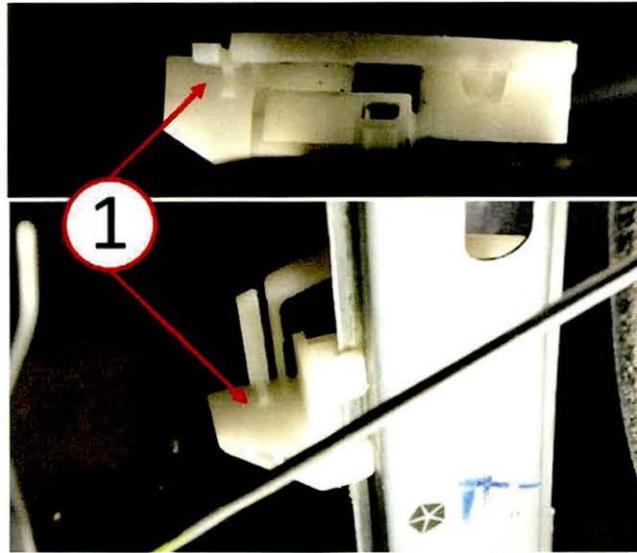


Fig. 7 Cleaned Window Lift Plate

1 - Window Regulator Lift Plate

8. Apply Nye® Synthetic Lubricant or equivalent to all glass contact surfaces of the window regulator lift plate, including the underside of the glass retainer hook. Also apply lubricant to the window regulator track above and below the liftplate (Fig. 8).

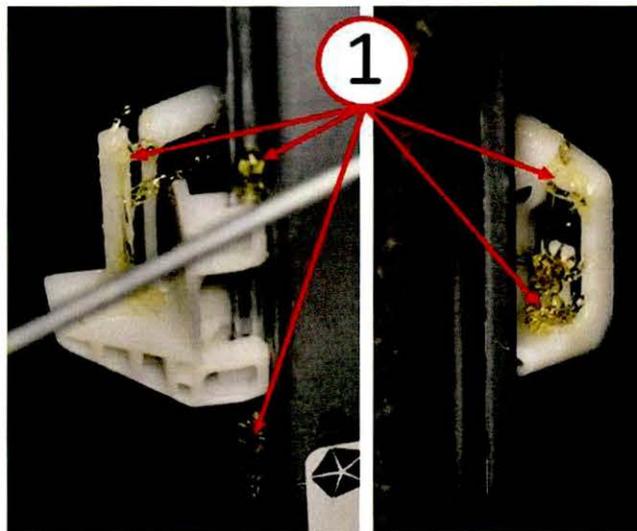


Fig. 8 Grease Window Lift Plate

1 - Lubricant Application Areas

9. Front door only, install the door glass to the door window channel (Fig. 9).

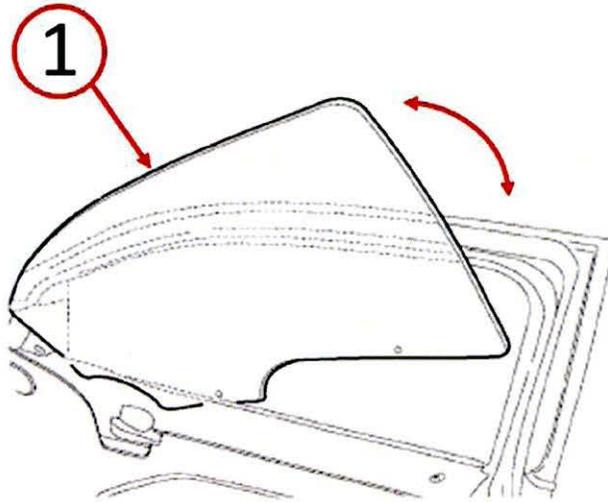


Fig. 9 Window Glass

1 - Window Glass

- 10. Secure the window glass into window regulator lift plate. Front door shown, rear door has only one glass to regulator attachment point (Fig. 10)

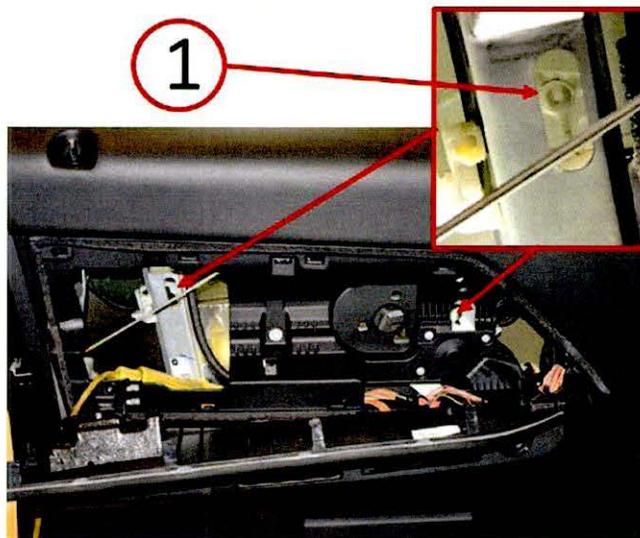


Fig. 10 Attach Window

1 - Window Glass Retainer

11. Rear door only, install the speaker (1) and speaker grille (2). Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT under: 08 - Electrical> 8A - Audio/Video/Entertainment/Connectivity> SPEAKER> Installation (Fig. 11).

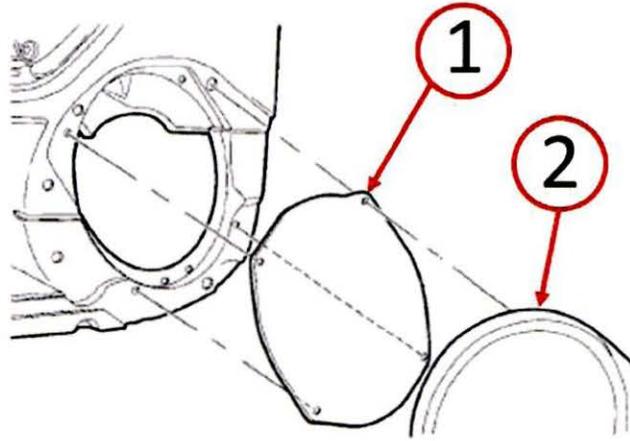


Fig. 11 Rear Door Speaker

- 1 - Door Speaker
2 - Speaker Grille

-
12. Install the door bolster to the door(s). Refer to the detailed repair procedures available in: DealerCONNECT> TechCONNECT. (FRONT DOOR) 23 - Body> Doors - Front> PANEL, Door Trim, Bolster> Installation or (REAR DOOR) 23 - Body> Doors - Rear> PANEL, Rear Door Trim, Bolster> Installation (Fig. 12)



Fig. 12 Install Door Bolster

1 - Door Bolster

13. Run the window through entire travel to test for proper operation and elimination of creak or squeak noise.

POLICY:

Reimbursable within the provisions of the warranty.

TIME ALLOWANCE:

Labor Operation No:	Description	Skill Category	Amount
23-30-10-99	Repair One Front Noisy Window (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.5 Hrs.
23-30-10-9A	Repair One Rear Noisy Window (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.4 Hrs.
23-30-10-9B	Repair Both Front Noisy Windows (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.9 Hrs.
23-30-10-9C	Repair Both Rear Noisy Windows (1 - Semi-Skilled)	6 - Electrical And Body Systems	0.7 Hrs.

FAILURE CODE:

ZZ	Service Action
----	----------------